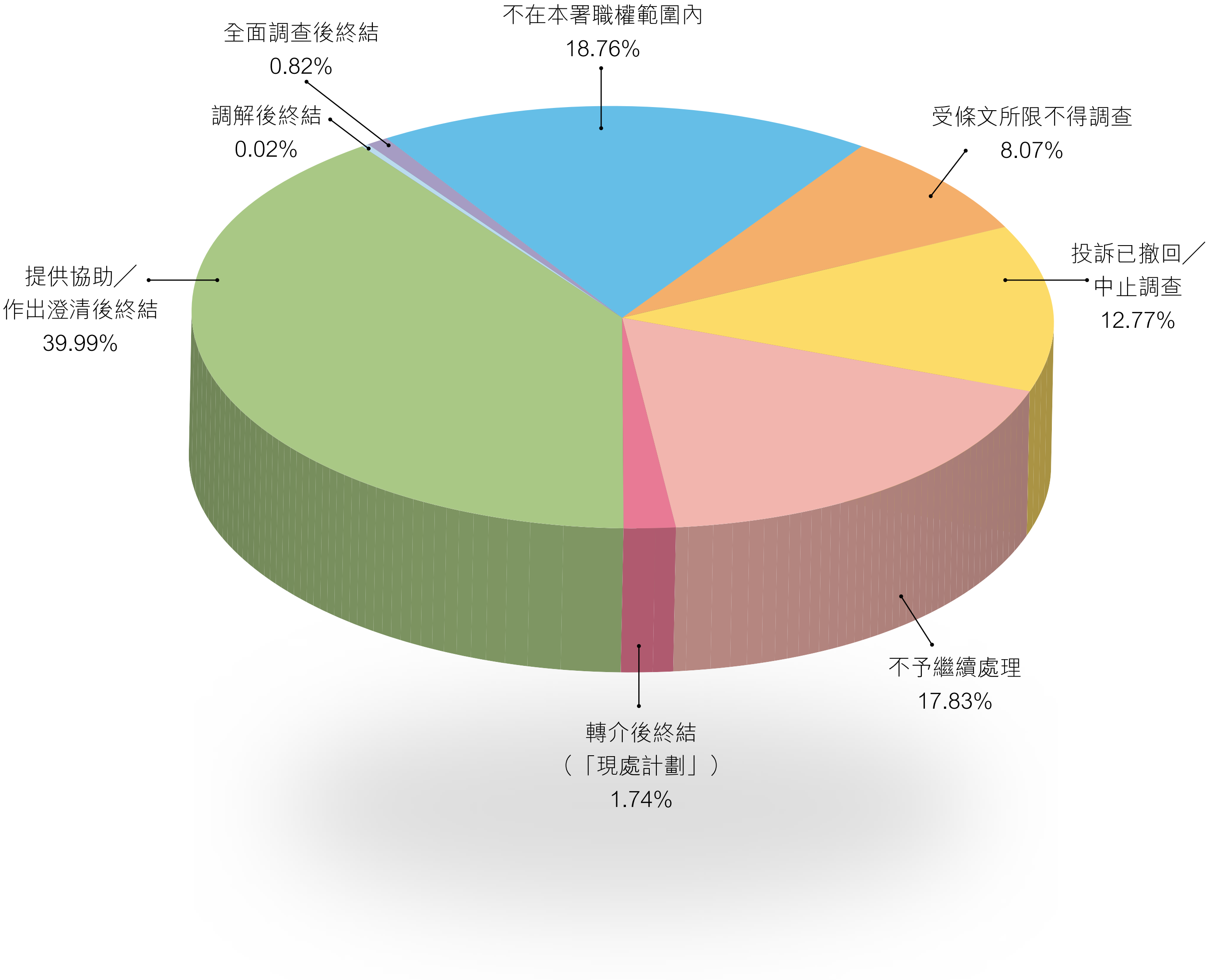表 6
已終結的投訴個案分類：4,644 宗